

CAPPS Financials Service Requests (SRs) Report

Date of Report: 6/1/2018

Active SRs by Status and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
Interfaces	23
Not Applicable	43
PeopleTools	8
Reports	107
Acceptance Testing	2
Assigned	51
Awaiting Customer	5
In Work	32
Pending Prod Approval	2
Pending Prod Migration	4
System Test	7
Assessment	4
Security	70
Assigned	41
Awaiting Customer	3
In Work	20
Pending Prod Approval	1
Pending Prod Migration	2
Rework	1
Assessment	2
Workflow	8
Asset Management	32
Accounts Receivable	7
General Ledger	45
Acceptance Testing	3
Assigned	14
Awaiting Customer	7
In Work	9
Pending Prod Approval	1
Pending Prod Migration	1
System Test	6
Assessment	4
Strategic Sourcing	4
Purchase Orders	62
Accounts Payable	66
Grants	1
ePro	23
Customer Contracts	1
TxSmartBuy	1
UPK	2
Inventory	7
Supplier Contracts	2
Training	12
Configuration	1
In Work	1
Grand Total	525

Active SRs by Status

(Excludes Closed, Complete, PeopleSoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
Acceptance Testing	29
Assigned	177
Awaiting Customer	53
In Work	143
Pending Prod Approval	6
Pending Prod Migration	12
System Test	69
Rework	1
Assessment	35
Grand Total	525

Active SRs by Priority and Module

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Row Labels	Count of Module
High	258
Interfaces	16
Not Applicable	26
PeopleTools	6
Reports	54
Security	47
Workflow	2
Asset Management	5
Accounts Receivable	3
General Ledger	19
Strategic Sourcing	3
Purchase Orders	28
Accounts Payable	30
ePro	9
UPK	2
Inventory	4
Supplier Contracts	1
Training	2
Configuration	1
Low	44
Medium	223
Grand Total	525

Active SRs, Priority = High

(Excludes Closed, Complete, Peoplesoft Case, Hold, Deferred and Governance)

Row Labels	Count of Status
Acceptance Testing	16
Assigned	87
Awaiting Customer	25
In Work	73
Pending Prod Approval	3
Pending Prod Migration	5
System Test	35
Assessment	14
Grand Total	258

All SRs by Status

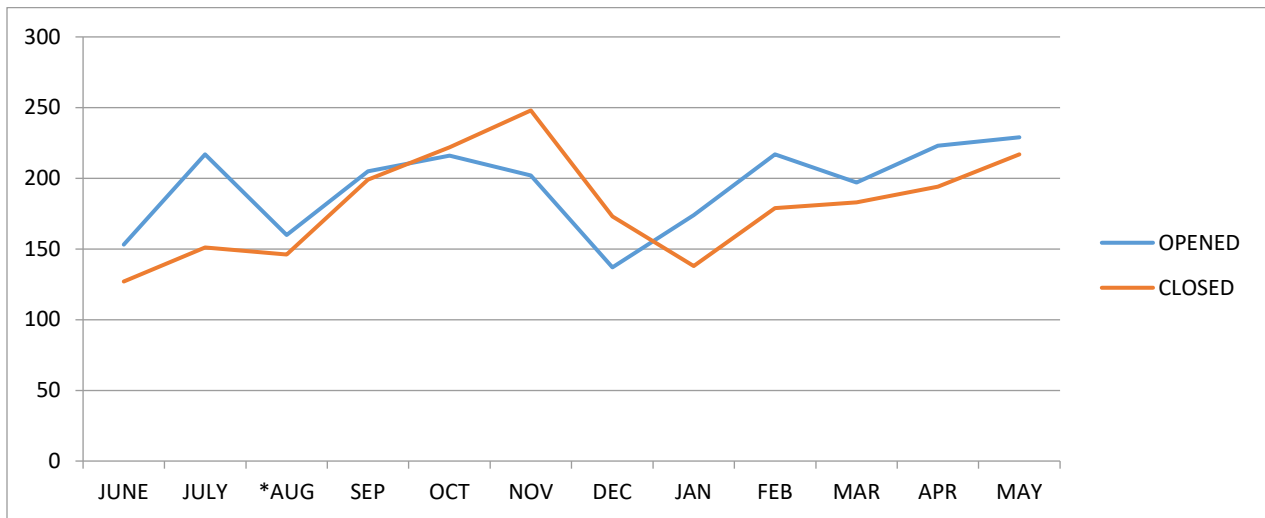
(Includes Closed, Completed after 4/30/18)

Row Labels	Count of Status
Acceptance Testing	29
Assigned	177
Awaiting Customer	53
Closed	25
Completed	192
Hold	38
In Work	143
Pending Prod Approval	6
Pending Prod Migration	12
System Test	69
Rework	1
Grand Total	745

CAPPS Financials Trend Report – Service Requests

June 2017 – May 2018

Status	JUNE	JULY	*AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	Annual Totals
Opened	153	217	160	205	216	202	137	174	217	197	223	229	2330
Closed	127	151	146	199	222	248	173	138	179	183	194	217	2177
Percent													93.43%



* Previously the Trend Report has consisted of SR trends between User Group meetings. Starting in August 2017, the Trend Report will be based on the 1st day of the month thru the last day of the month. This column indicates the number of SRs opened and closed that were not included in the numbers for the July 2017 column. It represents data from 8/9/17 - 8/31/17.